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# Example of Reservation Agent Job Description

Our growing company is searching for experienced candidates for the position of reservation agent. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for reservation agent

* Consistently demonstrate a commitment to personal Guest Service excellence and profitably through special duties as assigned
* Ensure that all reservation calls are dealt with in a pleasant and professional manner
* Check all correspondence in connection with reservations and deal with it accordingly
* Run all appropriate reports connected with rooms as laid down in the Reservations Manual and distribute to the appropriate Managers
* Work in accordance with the rooms strategy/top line actions
* Answer incoming calls and assist guest with all inquiries pertaining to but not limited to hotel reservations
* Make, create and cancel reservations in LMS
* Receives and Posts Deposits as Needed
* Works in partnership with all other departments to ensure that the client/guest experience meets and/or exceeds customer service standards as defined by property management
* Performs all duties in accordance with Tropicana Las Vegas policies and within the realm of our Team Values

## Qualifications for reservation agent

* Service oriented person
* Paid training – Monday through Friday, 9am to 5pm daily
* Flexible scheduling – open availability is preferred
* Minimum typing speed of 20 to 30 wpm
* Availability requirements include Monday, Friday, and some weekend availability
* We are on the RT bus route!